M e m o r a n d u m

To   :   MIRS Customers   Date: December 14, 2004

From   :   State Controller's Office
              Ron Hutcheson, Manager
              Customer Support Section

Subject: 2004 CUSTOMER SATISFACTION SURVEY RESULTS

The State Controller's Office, Personnel/Payroll Services Division, has completed the 2004 Management Information Retrieval System (MIRS) Customer Satisfaction Survey and is pleased to share the results. This survey focused on how well the MIRS is satisfying customer needs in specific areas of Program Performance, Customer Support, Communication, and Training.

The last MIRS Customer Satisfaction Survey was conducted in October 2002. The 2004 survey contained the same questions used in 2002, to provide for a comparison between both surveys. The 2004 survey was sent to 92 MIRS departments. Whereas the 2002 survey had an exceptional response rate of 91 percent, the 2004 response rate was an acceptable 78 percent (72 surveys returned).

The attached provides 2004 versus 2002 Customer Satisfaction Survey result comparisons, and 2004 survey results by each of the four categories, including a sampling of survey write-in comments/suggestions. Also included are MIRS Enhancement Suggestions. Our overall 2004 customer satisfaction rating of 98.9 percent reflects a 1 percent increase over our 2002 rating of 97.9 percent.

During the upcoming months, we will continue to review and evaluate all 2004 survey ratings and comments/suggestions, which provide an excellent tool for identifying and implementing MIRS improvement opportunities.

Your time and effort in participating in this year's survey is greatly appreciated. Please remember that our focus is on you, our customers, and your input has provided us with areas where we can enhance our customer service level.

Should you have any questions regarding the survey results, please contact me at (916) 445-6983, or via email at rhutcheson@sco.ca.gov.

Thank you.

RH:gd

STATE CONTROLLER'S OFFICE
MANAGEMENT INFORMATION RETRIEVAL SYSTEM
2004 vs. 2002 CUSTOMER SATISFACTION SURVEY
COMPARISON REPORT

Rating	2004	2002	Difference
Overall Satisfaction	98.9%	97.9%	1%

Satisfaction Level	2004	2002	Difference
Very Satisfied	53.2%	56.8%	(3.6%)
Satisfied	45.7%	41.1%	4.6%
Dissatisfied	0.9%	1.7%	(0.8%)
Very Dissatisfied	0.2%	0.4%	(0.2%)

Category	2004	2002	Difference
Program Performance	97.6%	97.2%	0.4%
Customer Support	100%	99.8%	0.2%
Communication	98.5%	98.7%	(0.2%)
Training	99.4%	95.1%	4.3%

STATE CONTROLLER'S OFFICE
MANAGEMENT INFORMATION RETRIEVAL SYSTEM
2004 CUSTOMER SATISFACTION SURVEY

Program Performance	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Overall Results	35.4%	62.2%	2.1%	0.3%
Meeting Your Mgt Information Needs	50.8%	49.2%	0.0%	0.0%
Screens and Function Keys	33.3%	65.2%	1.5%	0.0%
Existing Common Library Reports	26.1%	73.9%	0.0%	0.0%
Ease of Use	23.5%	64.7%	10.3%	1.5%
System Response Time	46.2%	53.8%	0.0%	0.0%
Data Files/Elements	32.3%	66.2%	1.5%	0.0%

SAMPLING OF PROGRAM PERFORMANCE WRITE-IN COMMENTS

- If possible it would be helpful to have an error message reference on system. When you receive an error message, if you are not very familiar with the system, it can be time consuming to recognize what is in error. The manual is not always clear as to the problem and it is cumbersome to use it while trying to concentrate on your report.
- I find it difficult with a lot of trial & error for a new report. Needs to be more user friendly.
- MIRS on a whole is very difficult to use. I don't know if there could be an easier way. I'm hoping one day we would be able to combine the files ourselves without having to ask the consultants to run a report for us.
- On 'ease of use', it doesn't necessarily mean the system, but some responsibility is, of course, with us, the users.
- MIRS is not very user friendly. It was recommended that we use MIRS at least 8 hours a week but that is impossible, especially for us in Personnel. If we had more time I'm sure it would become easier but at this time 8 hours per week is not realistic.
- Could be more modern in appearance and access. It would be nice to access more history in EHDB.
- Making the history files date back 36 months instead of the current 24 would be beneficial. There are numerous time we need and additional 12 months of historical data.

STATE CONTROLLER'S OFFICE
MANAGEMENT INFORMATION RETRIEVAL SYSTEM
2004 CUSTOMER SATISFACTION SURVEY

Customer Support	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Overall Results	79.0%	21.0%	0.0%	0.0%
Availability by Phone, Fax, Email or Other Electronic Mail	83.9%	16.1%	0.0%	0.0%
Willingness to Work with You Until Your Reporting Needs are Met	85.2%	14.8%	0.0%	0.0%
Understand Your Mgt Information Needs	80.0%	20.0%	0.0%	0.0%
Anticipate Your Mgt Information Needs	63.8%	36.2%	0.0%	0.0%
Possess Appropriate Technical Knowledge	77.4%	22.6%	0.0%	0.0%
Provide Adequate Technical Assistance	83.6%	16.4%	0.0%	0.0%

SAMPLING OF CUSTOMER SUPPORT WRITE-IN COMMENTS

- The SCO MIRS team is wonderful to work with. They are so very helpful and knowledgeable. Keep up the great work!!!!!
- All consultants are very responsive when we have problems or questions.
- They are very helpful and always keeps me informed of training, staff, etc., which is really appreciated.
- Staff are professional, helpful and their response time has always been timely. They work with us until the issues are resolved.
- Outstanding customer service! Any time we have a question or require technical assistance, the MIRS Consultants are just a phone call away.
- The MIRS consultants are just wonderful. They are always there when I need them and they don't make me feel like a nuisance. They never say to look it up in the manual. They walk me through it, which is so appreciated because usually I have upper management waiting for the report and I need it now!
- The MIRS unit should be highly commended for all of their technical assistance and understanding of our needs. Instead of very satisfied, they deserve a rating of SUPER satisfied.
- I have been very satisfied with the assistance and timely responses I have received from the MIRS Consultants.

STATE CONTROLLER'S OFFICE
MANAGEMENT INFORMATION RETRIEVAL SYSTEM
2004 CUSTOMER SATISFACTION SURVEY

Communication	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Overall Results	46.3%	52.2%	1.5%	0.0%
MIRS Web Site	44.3%	55.7%	0.0%	0.0%
Notes Sent Via Electronic Mail	53.1%	45.3%	1.6%	0.0%
Messages Displayed on the MIRS Message Logon Screen	41.8%	53.7%	4.5%	0.0%
MIRS Bulletins	45.9%	54.1%	0.0%	0.0%

SAMPLING OF COMMUNICATION WRITE-IN COMMENTS

- The information posted to the MIRS web site is extremely helpful. I've had the opportunity to utilize the information and resources provided on the web site for a variety of situations (training, projects, proposals, etc.).
- With the web site, phone numbers and the E-mail notifications, we have always been able to communicate with the MIRS team with ease.
- We do not have Internet access or email, so it's very difficult to be aware of changes.

STATE CONTROLLER'S OFFICE
MANAGEMENT INFORMATION RETRIEVAL SYSTEM
2004 CUSTOMER SATISFACTION SURVEY

Training	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Overall Results	49.1%	50.3%	0.3%	0.3%
Frequency of Training	23.7%	72.9%	1.7%	1.7%
Organization of Course Materials	44.4%	55.6%	0.0%	0.0%
Appropriate Topics Covered	42.9%	57.1%	0.0%	0.0%
Training Aids Used	54.5%	45.5%	0.0%	0.0%
Knowledge of Trainer(s)	79.6%	20.4%	0.0%	0.0%

SAMPLING OF TRAINING WRITE-IN COMMENTS

- I appreciate the flexibility of training to meet our Department needs and working with staff work schedules and availability.
- Again, the MIRS trainers are very helpful and very proficient in what they do and know. Always willing to go above and beyond to help get what is needed and the best way to achieve that.
- Hands on the MIRS system are the most effective. Although it is difficult to be away from the office for an extended period of time, the payoff is worth it because once back at the office it is not always easy to find the time to practice. Repetition in the training class is helpful.
- I've always been offered a one-on-one on-site consultation and appreciate the offer from the MIRS consultants. Thanks!
- Refresher class-desired additional time devoted to topics along with additional exercises. Suggest working-up exercises and programs individually prior to discussing as group.
- The trainers are all knowledgeable with MIRS and I have been very satisfied with the training received.

MIRS ENHANCEMENT SUGGESTIONS

Training

- On-going questions/examples on different reports to test and expand knowledge.
- Additional classes on defines, using multiple table files.
- I really appreciate the fact that you added a refresher course. I just hope my facility can afford to send me to it someday soon.

System Changes

- An error message reference on line with clearer explanations of the possible problem.
- A feature to automatically compress the Library when there is 'dead' space rather than doing it manually.
- Make it easier to write/use reports and common library files.
- Updating twice a week instead of once on Friday night for budgeting purposes.
- When transferring information to XLS would like to see headings trans with data.
- Ease of use; a user-friendly application vs. a mainframe system.
- Have downloads go directly to Excel instead of going through Lotus.
- Copy/Browse – another enhanced feature that will be good is to have the name of the report with the description displayed. This will help the user know what is being copied or browsed.
- Make it more user friendly.
- Making the history files date back 36 months instead of the current 24 months would be beneficial. There are numerous times we need and additional 12 months of historical data.
- Ability to stay logged on to MIRS for a longer period of time before being timed out.

Reports

- Would like to see more common library reports.
- More 'template' reports on MIRS site to alter for working reports.
- This may already be on the MIRS web site, I'm not sure. It is possible to describe each common library in detail and show an example of the final report.

Miscellaneous

- A catalog for the Departmental Library would be helpful. This would reduce research time when looking for similar reports that may have already been written.
- Remove the 30-day limit for non-users. My back-up person does not use the system regularly like I do and when I need her assistance occasionally, she's kicked out of the system due to non-use.